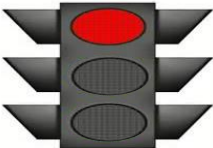


# EMS Echo Level - Response to On-Scene - 600 Seconds Emergency Services

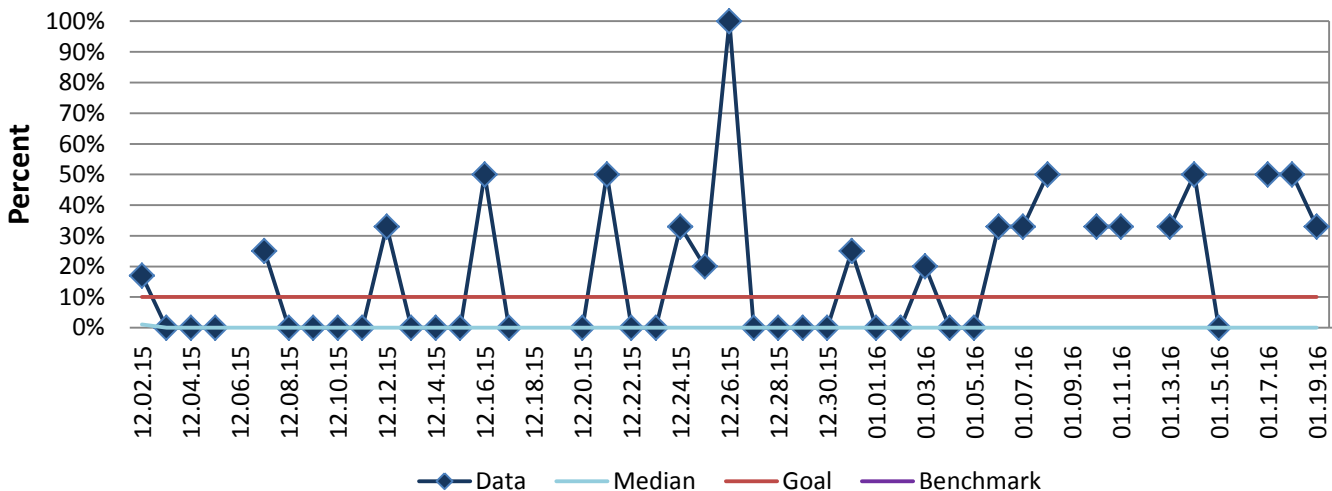


KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: No more than 10% of Echo level responses exceed 600 seconds (10 minutes) from the time a unit responds until the time the unit arrives on-scene		Goal Source: Dept Management Team	Measurement Method: The percent of Echo level runs exceeding 600 seconds from response to on-scene divided by total Echo level runs		
Total Opportunities: 112		Benchmark Source: N/A	Why Measure: To ensure a quick response & understand system capability		
Benchmark: TBD			Next Improvement Step: Develop a process to formally track pareto reasons		
How Are We Doing?					
01.01.16-01.19.16 1 Month Goal	01.01.16-01.19.16 1 Month Average		01.19.16 Goal	01.19.16 Actual	
10%	26%		10%	33%	
Percent	Percent		Percent	Percent	

## EMS Echo Level - Response to On-Scene - 600 Seconds



The seven basic quality tools, "5 Whys" techniques, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable is performance is not best in class.